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11/21/02IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Patent Application

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Technology Center 2600

Inventor(s) : M. Kepler et al.  
Case : 41698-1047  
Serial No. : 09/520,306 Group Art Unit: 2642  
Filed : March 7, 2000 Examiner : H. Agdeppa  
Title : Directory Assistance System Capable of Providing Telephonic Concierge Services

**THIRD AMENDMENT**

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents and Trademarks, Washington, D.C. 20231, on November 13, 2002.

Alex L. Yip  
Attorney Name

34,759  
Registration No.

Signature

November 13, 2002  
Date of Signature

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

In response to the Office Action dated August 13, 2002 in the above-identified patent application, applicants hereby submit the following amendment and remarks.

**IN THE CLAIMS****Cancel** claims 67 and 79.**Enter** amended claims 63 and 75 as follows:

63. (Amended) A method for providing information assistance service, comprising:  
receiving a communication call by a user from a first communication device, the  
communication call including a request for a concierge-type service;  
determining an identifier associated with the first communication device;  
generating a record in response to the request; and